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| DEPARTMENT NAME | The Metropolitan Historical Commission |
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| DEPARTMENT MISSION | The Mission of the Metropolitan Historical Commission is to provide historical and architectural information, preservation technology and advice, and design guidance products to Nashville's neighborhoods, property owners, businesses, citizens, and visitors so they can incorporate the city's rich past into today's economy, culture, and quality of life. |
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ISSUE STATEMENTS

Issue Statement One

Over the past 3 years the number of properties designated as landmarks or properties within historic overlay and redevelopment districts has increased by 36% and the number of projects to be reviewed by staff by 70% without proportional increase in staff, resulting in:

- Less staff research time
- Fewer one-on-one consultations, resulting in lower quality applications that require more follow-up, reducing customer satisfaction
- Increased possibilities of errors by staff and commission, reducing customer and neighborhood satisfaction
- Greater possibilities of violations, causing more court action for property owners and Metro Government

Issue Statement Two

The demand for zoning overlay designations in regards to timing and geographical location cannot be predicted because the demand is initiated by neighborhoods, rather than from a schedule set by the Historical Commission, making budget and staff time planning difficult, resulting in:

- Slower response time in helping customers reach preservation goals
- Increased work delays in other areas
- Decreased educational opportunities for the public because staff time and resources are diverted to responding to unscheduled neighborhood requests
- Insufficient funds for the expenses of designation, causing inequity in treatment of neighborhoods requesting service

Issue Statement Three

There is a rapidly increasing amount of zoning case files, media articles, architectural drawings, technical publications, images, etc. that needs to be stored and yet remain easily accessible and usable, if this need is unaddressed it will result in:

Strategic Business Plan

- Increased time to locate information by staff
- Decreased access to information to designers, students, property owners and Metro agencies

Issue Statement Four

There has been an increased interest on the part of the general public in historic topics such as the Civil War, Local History, Preservation Technology and Methods, Historical Commission Programs, Local Cemeteries and National Registry Listings and zoning issues, which, if unmet will result in:

- Missed tourism opportunities
- Missed educational opportunities
- Missed preservation and development opportunities
- An increase in miscommunication with respect to zoning issues.

STRATEGIC GOALS

Goal One

By the year 20XX, owners of historic properties requiring approval by the Metro Historic Zoning Commission will continue to experience effective service delivery as evidenced by:

- % of customers whose applications for approval by the MHZC are acted upon within 30 days
- % of initial contacts by the customer that receive a response within xxx amount of time
- % of sample customers (selected based on geographical diversity and complexity of project) receiving a follow-up contact from staff supervisor who rate the services of the MHZC as satisfactory or better

Goal Two

By the year 20XX, property owners of historic properties or within neighborhoods possibly eligible will have clearer answers as to eligibility for zoning overlays and a schedule for pursuing zoning overlays.

- % of customers who request assessment of eligibility and receive answers about scheduling informational sessions within 30 days

Goal Three

By the year 20xx designers, students, property owners, Metro agencies will be able to access Metro Historical Commission/Metro Historical Zoning Commission Records and Research Material on-site and online as evidenced by:

- % customers who find the materials they seek in x amount of time

Goal Four

By the year 20xx, customers will have increased access to information about Nashville's history, architecture and preservation tools, as evidenced by:

- % of scanned materials available on- line
- % of customers who report that the information provided was helpful

Strategic Business Plan

- % of partners (other government agencies and non-profit groups) who report that involvement with the Historical Commission was helpful.

LINES OF BUSINESS

Line of Business One – Purpose Statement

The purpose of Historic Zoning Line of Business is to provide advisory, evaluative, permit and interpretive products to owners of properties in historic neighborhoods and districts so they can proceed in a timely manner to preserve historic resources without damaging the historic and architectural integrity of the district.

LOB One – Key Results

Percentage of applicants that receive a preservation permit or action by the Commission within 20 business days

Line of Business Two – Purpose Statement

The purpose of the Government and Public Partnership program is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, and determine development opportunities and land use policies in a timely manner.

LOB Two – Key Results

Percentage of projects reviewed within redevelopment districts that meet federal preservation standards

Line of Business Three – Purpose Statement

The purpose of the Information, Education and Tourism program is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of history, historical places and architectural heritage that is useful in their professional, public or personal interests and activities.

LOB Three – Key Results

Percentage of participants in MHC-sponsored conferences who rate the program as useful in their professional, public or personal interests or activities.

Strategic Business Plan

PROGRAM

**Line of Business
Purpose Statement**

The purpose of Historic Zoning Line of Business is to provide advisory, evaluative, permit and interpretive products to owners of properties in historic neighborhoods and districts so they can proceed in a timely manner to preserve historic resources without damaging the historic and architectural integrity of the district.

Program Name

Historic Zoning

Program Purpose Statement

The purpose of Historic Zoning program is to provide advisory, evaluative, permit and interpretive products to owners of properties in historic neighborhoods and districts so they can proceed in a timely manner to preserve historic resources without damaging the historic and architectural integrity of the district.

**Family of Measures: Result
Measure(s)**

Percentage of applicants that receive a preservation permit or action by the Commission within 20 business days.(key)

Percentage of customers requesting evaluations receiving a response within 15 working days.

Percentage of respondents reporting that information provided by MHZC was helpful in the designation process.

**Family of Measures: Output
Measure(s)**

Number of Technical Advice Consultations provided(key)

Number of Determinations of eligibility provided

Number of informational meetings and consultations provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of Technical Advice Consultations requested
Number of Determinations of eligibility requested
Number of informational sessions requested

Please list measures, if any, for this program that might be determined via a public survey.

None

Products

- Historic Zoning Commission Reports
- Technical Advice Consultations **(KEY)**
- MHZC decisions
- Site Visits (Providing Advice on Construction Projects involving Historic Structures)
- Records of Determinations of eligibility
For zoning overlays and Special exceptions
- Certified Local Government Reports
- Zoning Overlay Design Guidelines
- HZ slideshows
- MHZC Public Hearings
- Conservation or historic zoning informational sessions
- Consultations with neighborhood associations
- Violation notices
- Preservation Permit Inspections
- Zoning Question Responses

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Governmental and Public Partnership Line of Business is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, and determine development opportunities and land use policies in a timely manner.

Program Name

Governmental and Public Partnerships

Program Purpose Statement

The purpose of the Governmental and Public Partnership program is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, and determine development opportunities and land use policies in a timely manner.

**Family of Measures: Result
Measure(s)**

Percentage of projects reviewed within redevelopment districts that meet federal preservation standards

**Family of Measures: Output
Measure(s)**

Number of MDHA related historic design consultations provided (**KEY**)

Number of reviews to comply with state and federal laws provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Strategic Business Plan

Family of Measures: Demand Measure(s)

Number of MDHA related historic design consultations requested

Number of reviews to comply with state and federal laws requested

Please list measures, if any, for this program that might be determined via a public survey.

None

Products

- Façade Loan Approvals
- Historic Loan Approvals
- MDHA design review decisions
- MDHA-related historic design consultations(key)
- MDHA Sign-offs
- MDHA Design Guidelines
- Responses to Mandatory referrals from Metro Planning Commission
- Metro Departmental request response
- Consultations with Council Members
- Consultations with Metro Departments
- Reports to Board of Zoning Appeals and Metro Planning Commission
- Permit Quality Control Review and Inspections
- Sign-offs with Codes department
- Records of Determinations of National Register eligibility
- Documents to Board of Zoning Appeals regarding variances and special exceptions,
- Federal review consultations, agreements, and comments
- National Register nominations
- Updates of Historic Resources Lists for subarea plans

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Information, Education and Tourism Line of Business is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of history, historical places and architectural heritage that is useful in their professional, public or personal interests and activities.

Program Name

Information, Education and Tourism

Program Purpose Statement

The purpose of the Information, Education and Tourism program is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of history, historical places and architectural heritage that is useful in their professional, public or personal interests and activities.

**Family of Measures: Result
Measure(s)**

Percentage of participants in MHC-sponsored conferences who rate the program as useful in their professional, public or personal interests or activities.

**Family of Measures: Output
Measure(s)**

Number of Public outreach and informational response consultations/contacts provided(key)

Number of Person to Person request responses provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

**Family of Measures: Demand
Measure(s)**

Number of Public outreach and informational response consultations/contacts

Number of Person to Person request responses requested

Please list measures, if any, for this program that might be determined via a public survey.

None

Strategic Business Plan

Products

- Public outreach and information consultation/contacts(key)
- Consultations with students
- Responses to public and media requests for information
- Educational programs for design professionals, students, property owners, commissioners
- Files of photographs, newspaper and periodical articles and other materials relating to history and preservation
- Historic plaques and markers
- Brochures/publications/newsletters
- Website pages
- Interpretive Tours and Signs
- Special Events
- Participation in neighborhood events
- History and Architecture presentations
- Guided Tours
- Award Programs
- Participation with non-profit preservation groups